Seat No.: _____ Enrolment No._____

GUJARAT TECHNOLOGICAL UNIVERSITY

M. E. - SEMESTER – I • EXAMINATION – SUMMER • 2013

Subject code: 714905 **Date: 13-06-2013**

Subject Name: Total Quality Management for Construction Projects

Time: 10.30 am – 01.00 pm **Total Marks: 70**

Instructions:

1. **Attempt all questions.**
2. **Make suitable assumptions wherever necessary.**
3. **Figures to the right indicate full marks.**

Q.1	**(a)**	Describe the importance of quality statements in construction.	**07**
	(b)	Enlist and explain the features of ISO 9000:2000 in detail.	**07**
Q.2	**(a)**	Describe the role of engineer, contactor in total quality management of construction work.	**07**
	(b)	Explain the term customerôs perception of quality and customer satisfaction with suitable example	**07**
		OR	
	(b)	What is Quality function deployment process? Enlist its various features and advantages/	**07**
Q.3	**(a)**	State the phenomena of six sigma in construction management	**07**
	(b)	Enlist and focus on various factors affecting the supplier selection and supplier rating	**07**
		OR	
Q.3	**(a)**	Prepare a check list of quality control measures at various stages of construction work.	**07**
	(b)	Enlist and explain the advantages of quality control in construction management.	**07**
Q.4	**(a)**	How do you see the role of human resource in total quality management of construction work.	**07**
	(b)	Explain the significance of benchmarking process in construction management	**07**
		OR	
Q.4	**(a)**	State the significance of quality control in maintenance work.	**07**
Q.4	**(b)**	Justify the requirement of quality control in concreting work	**07**
Q.5	**(a)**	Write a short note on strategic quality planning and its importance.	**07**
	(b)	Prepare a quality planning statement as quality manager for the project of construction of high rise building	**07**
		OR	
Q.5	**(a)**	Explain the term quality cost analysis.	**07**
	(b)	Describe the importance of control charts in quality management	**07**